Volume 1, Issue 2

March/ April 2002

TEAMSpirit Newsletter

Shelton State Community College

Special points of interest:

- New Dean of Instruction
- TQM Tools: The Affinity Diagram
- TQM Class Graduates
- Relay for Life Planned
- Team Scoreboard
- Quality is Where You Find It

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Greetings From the Quality Council

Camille Cochrane
Dean of Instruction

The Quality Council wants to congratulate Camille Cochrane on her recent appointment as Dean. Camille is a mentor for the Quality Council and has done a wonderful job in this role during her time as interim dean. Camille uses Quality tools and her support of the Quality Movement is evident in her day-to-day work at the college.

The Quality Council continues to meet at least twice a month with most meetings being on the Martin Campus in the Foundation Conference Room (Tuesdays at 3:00 PM). In an effort to be recognized as a TOP 25 college the QC challenges each of the teams to compete for an Alabama Team Showcase Quality Award this year. Most team representatives have information about the application process or you may contact any QC member for details. Team 4 is already hard at work on their team project (Thank You to Debbie Hammons, new Team Leader).

The Quality Month Team is meeting to plan activities for October 2002. If you would like to be a part of this team contact me at 2446. Our next meeting is April 9th at 1:30 PM in the Foundation Conference Room. We need reps from each team to attend so that all teams will be well informed as the plans progress. Our number one priority at this time is securing a Quality Speaker for the keynote address. We are open for suggestions.

STEPS IN CONSTRUCTING AN AFFINITY DIAGRAM:

1. State the issue or problem to be explored. Start with a clear statement of the problem or goal and provide a time limit for the session-usually 45-60 minutes is sufficient.
2. Brainstorm ideas for the issue or problem. Each participant should think of ideas and write them individually on index cards, sticky notes, or have a recorder write them on a flip chart.
3. Collect the cards or sticky notes, mix them up and spread them out (or stick them) on a flat surface (e.g., desk or wall).
4. Arrange the cards or sticky notes into related groups. For about 15 minutes allow participants to pick out cards that list related ideas and set them aside until all cards are grouped.
5. Create a title or heading for each grouping that best describes the theme of each group of cards.

LOOK
At Who's On A Team

GETTING TO KNOW YOUR SI TEAMS

In each edition of the Newsletter we will provide information on one featured SITeam. If you are TQM trained and interested in becoming a member, please contact the Team Leader.

SITeam # 1: Educational Programs

Purpose: Responsible for the continuous improvement of selected processes and services that deal primarily with educational programs (i.e., instructional evaluation, curriculum development, class scheduling, teaching/learning processes, library services, academic advising, cultural diversity, and instructional technology).

Team Leader: Rick Saylor

Members: Byron Abston, Lyda Black, JoeAnn Cousette, Beth Hinton, Jean Epps, Jimmy Osmore, Betty Walker, Rick Saylor, Lori Cannon, Steve Fair, Lori Swindle, and Sandra Warren

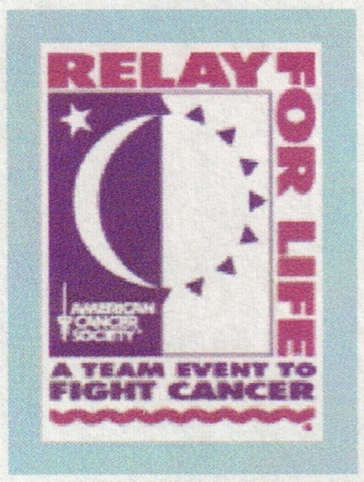
Facilitator: Vacant **Mentors:** Camille Cochran, Linda Grote, and Lyda Black

"Quality is not about what someone else does or doesn't do, It's about what I do to make a difference"

SI TEAM 5 IS ALIVE

During the last month, SI Team 5 has taken action on and resolved a number of PIFs, including one regarding moving overhead screens in classrooms to accommodate better viewing, putting informational TVs in the hallways for students, moving the Copy Center from the first to the second floor, and the use of the conference room in the Office of Human Resources.

During this time, Team 5 has also planned activities for Quality Month and the upcoming Shelton Jubilee celebration, and we have added several new team members, including Nellie Christian and Pam Vines.



American Cancer Society's Annual Event Scheduled for May 10, 2002

SITeam 4 PLANNING 'RELAY FOR LIFE' PROJECT

SITeam 4 has a new Team Leader, a new project, and renewed motivation to make a difference in our community. The team is planning the College's Relay for Life project in support of the American Cancer Society's (ACS) annual fundraiser. Debbie Hammons, Team 4's new team leader, is also serving on the ACS Advisory Board. The team plans to use the event to model Quality Improvement in Community Relations. The Team plans to document its activities and use of Quality tools and methods and use this as a basis for entering the Alabama Quality Award's Team Showcase competition. SITeam 4 is working hard to get on top in the Team Points Race too.

SPRING TQM CLASS GRADUATED APRIL 3RD

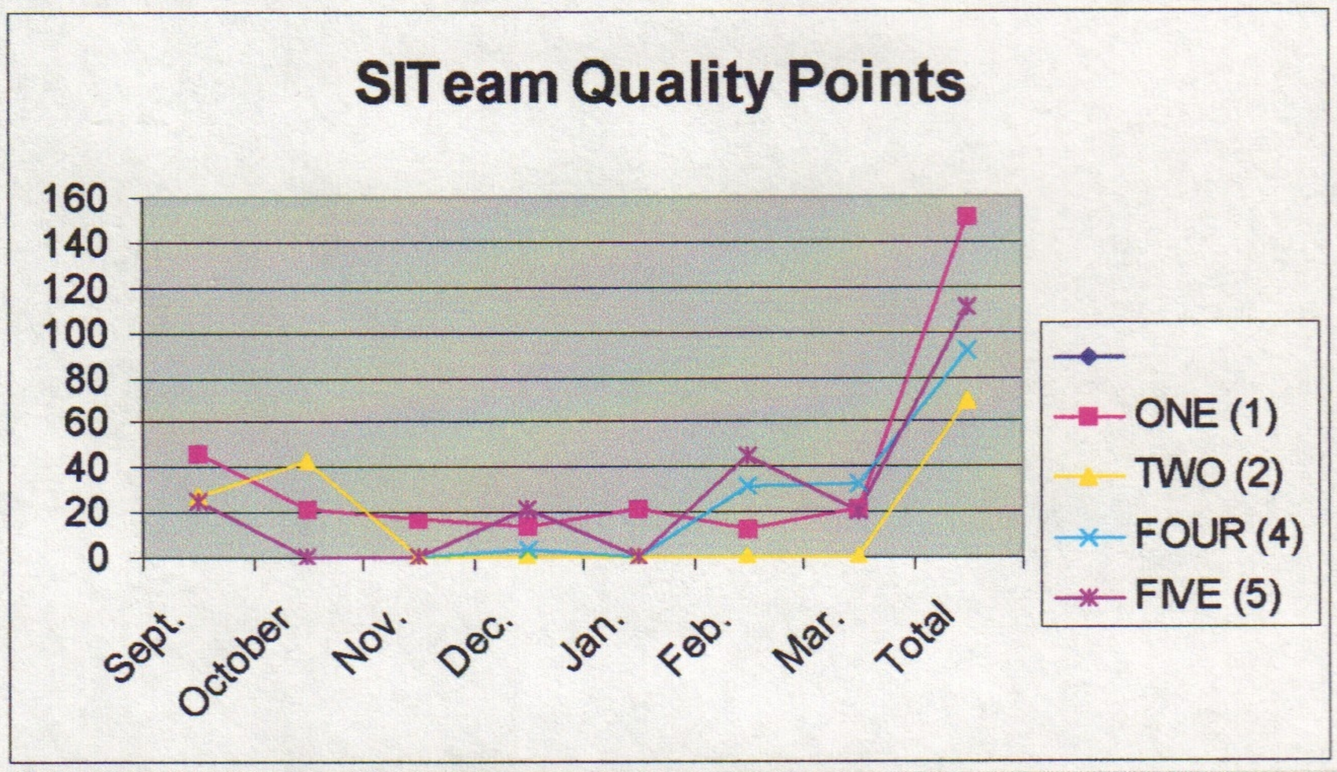
The Spring TQM Class graduated 11 new members on April 3rd: Todd Kirby, Susan Looney, Beth Murphy, Sadie Page, Lois Griffin, Maggie Haughton, Earmon Cravens, Betty O'Dell, Kelly Lancaster, Anita Headley, and Tamisha Hannah.

Representing the Quality Council at the graduation celebration were Kim Inman-Smith, Quality Council leader, and Michelle Jarrell. Dr. Rick Rogers was on hand for congratulatory comments and to present each graduate with a certificate of completion. We congratulate the new graduates and encourage Teams to invite these new graduates to become active team members.

"Once people learn to walk, they do not return to crawling. And once students taste the joy of learning in an institution run by quality management principles, they will not accept anything less."

Myron Tribus, as paraphrased in *Quality Classroom Practices for Professors* by Robert Cornesky (1994).

TEAM SCOREBOARD 2001-2002



QUALITY IS WHERE YOU FIND IT

SheltoNews

On Jan 13 an article appeared in the Tuscaloosa News about the deplorable condition of the Bryce Cemetery. Dr. Randy Jarrell and 45 psychology students from Shelton State responded as volunteers. Quietly giving of their time to the community, these champions of Quality are demonstrating by their actions what Quality is all about. For several weekends these students and Dr. Jarrell have worked hard to bring dignity and respect to the memory of those buried in the Bryce Cemetery. We commend Dr. Jarrell and the students who have so ably shown how to "make a difference" in the life of our community.

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WE MOVE THE CHEESE !

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IF YOU AREN'T HAVING FUN, YOU'RE DOING IT WRONG

One of the great things about TEAMSpirit is the fun we have while working on improving the Quality of our service(s).

Remember "Quality Man" and the "SIT Skits" during Quality Month activities in 2000. What a great time we had. Getting things done don't have to be all work and no play.

Has anyone seen "Quality Man" lately?

(L to R- Rick Saylor, Holly Sexton, Kim Smith, Lyda Black, Beth Hinton)

Remember These Lovely Ladies ?
Quality Month 2000 SIT Skits